

CITY OF ATLANTA GEORGIA CLASSIFICATION SPECIFICATION

Job Title: Police 911 Operator

Date: 1997

Purpose of Job

The purpose of this job is to perform telecommunication duties for the Police Department. Duties include, but are not limited to: communicating effectively with citizens, and other public service agencies; answering multiple 911 telephone lines/calls and processing information for dispatching as required; handling emergency and fast-paced situations; providing the general public with information and assistance; maintaining a variety of records, files and logs. Position function as a 911 Center Call Taker, directing calls to Communication Dispatchers and providing support as Required.

Essential Duties and Responsibilities

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Productivity and Accountability:

- Performs multiple tasks simultaneously; takes appropriate action when presented with a stressful life/death situation; remains calm under all circumstances.
- Answers multiple telephone lines and calls for 911 services within the Atlanta Police Department jurisdiction and process information for dispatching as required or transfer calls to appropriate agencies.
- Works assigned shifts.

Communication:

- Communicates effectively and coherently with all callers to address public safety needs and provide responses as required.
- Contacts various utility companies to resolve problems such as gas detection, power failures, etc.; contacts telephone companies for assistance in obtaining address of distressed callers.
- Notifies supervisor of critical situations and of problems with communications equipment.

Administrative Duties:

- Maintains current field and code manuals, policy and procedures, employee handbooks, various maps, etc., for reference and/or review.
- Substitutes for co-workers in temporary absence of same; performs flexible unit assignments as needed in emergency response; performs other administrative tasks as assigned.
- Attends meetings, seminars and training sessions as required to remain knowledgeable of departmental and city operations, to promote improved job performance and to stay current with changing state/municipal policies, procedures, codes and criminal/civil case law.
- May perform general administrative duties as replenishing various forms, making copies, forwarding information to various departments, performs other administrative clerical tasks assigned by supervisor.

Problem Identification and Solution:

- Evaluates calls to determine signals and priorities.
- Determines correct location and which units to dispatch on calls; confirms field units are responding as requested and in a timely manner.
- Notifies agencies required to handle incident ambulance, fire, public utilities, etc

Equipment Use and Maintenance:

- Uses an operator's control console, automatic number and location identifier boxes and telephones when receiving emergency and non-emergency calls; operates call playback equipment recording all calls; may change recorder tape and clean the unit.
- May operates telecommunications device for the deaf and various radio devices for communications.
- Utilizes a computer, printer, etc., to enter, store and retrieve data, to type in/dispatch calls and to disseminate information to others on the system using knowledge of various software programs in an effective and efficient manner.
- Operates a photocopy machine to copy and a facsimile machine to transmit and receive correspondence, documents and reports.

Record Keeping and Documentation:

- May completes police incident reports and other reports and documents as needed.

- May complete maintenance requests for equipment needing service and/or repair.

Interpersonal Relations:

- Maintains contact with distressed callers until officers' arrival to assist; calms caller and takes control of conversation.

Marginal Job Functions

- Performs other related duties as required.

Knowledge of Job

Acquire general knowledge of dispatching and communication systems and local law enforcement practices, policies and procedures as necessary in the completion of daily responsibilities. Ability to hear and understand spoken messages received over the telephone and radio. Ability to speak with a clear well-modulate voice. Ability to learn lists of numbered codes and associated signals. Ability to learn the geographical areas of the City. Ability to learn to operate control console, visual display computers, terminal and radio communicating equipment. Is able to effectively communicate and interact with supervisors, officers, employees, members of the general public and all other groups involved in the activities of the City as they relate to the department. Is able to use independent judgement and discretion in the handling of emergency situations, determining and deciding upon procedures to be implemented, maintaining standards, and resolving problems. Has the ability to comprehend, interpret, and apply regulations, procedures, and related information. Acquires general knowledge of the terminology, principles and methods utilized within the department.

Minimum Training and Experience Required to Perform Essential Job Functions

High School diploma or GED required. Must successfully pass a communications dispatcher performance test which includes the ability to receive, retain and process emergency information. Must pass a background investigation. Must obtain State Crime Information Center (GCIC) Certification within one year of appointment and must obtain other certification requirements as established by the Atlanta Police Department for this position. Certification(s) must remain valid while in this classification. Must be willing to perform shift work.

**(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS**

PHYSICAL REQUIREMENTS: Must be physically able to operate a variety of job related machines and/or office equipment. Must be able to move or carry job related objects or materials. Physical demand requirements are at levels of those for sedentary or office environment work.

DATA CONCEPTION: Requires the ability to compare and/or judge the readily observable functional, technical, structural, compositional or identifiable characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

INTERPERSONAL COMMUNICATION: Requires the ability to communicate with people to convey or exchange professional information.

LANGUAGE ABILITY: Requires the ability to read a variety of professional, technical and administrative documentation, directions, instructions, methods and procedures. May require the ability to produce reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to communicate with and before others using correct English.

INTELLIGENCE: Requires the ability to learn and understand subject matter principles and techniques; to make independent judgments in absence of supervision within the scope of respective job duties and tasks; to acquire and be able to expound on knowledge of topics related to primary occupation.

NUMERICAL APTITUDE: May require the ability to utilize mathematical formulas; add and subtract; multiply and divide totals; determine percentages; determine time and weight; and interpret same as may be appropriate.

FORM/SPATIAL APTITUDE: Requires the ability to inspect items for proper length, width, and shape.

MOTOR COORDINATION: Requires the ability to utilize job related equipment in the course of accomplishing job duties and tasks associated with respective primary duties.

COLOR DISCRIMINATION: May require the ability to differentiate colors and shades of color.

INTERPERSONAL TEMPERAMENT: Requires the ability to interact with people (i.e. staff, supervisors, general public and elected officials) beyond giving the receiving instructions. Must be adaptable to performing under minimal stress when confronted with an emergency.